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A Fairfax County, Va.  
publication



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# LOUD & CLEAR

Fall 2019

Vol. 31 No. 3

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# **Access Services (AS) and Fairfax County Public Library (FCPL) News**

## **New FCPL Library Catalog**

This November, Fairfax County Public Library is launching a new catalog to help you discover our collection of more than 2.3 million books, eBooks, audiobooks, e-Audiobooks, movies, and more. The new catalog will make searching and browsing our library collections easier and faster. Look forward to features such as:

- More intuitive searching.
- Account customization, including the ability to log in with a unique username of your choice instead of your library card number.
- Text message notifications in English, Spanish, or Korean.
- An automatic renewal process (if items are not requested by others).
- Access to a wish list to save items to request later.

**Please pardon our (digital) dust as we make this upgrade. Here's what you need to know:**

- On Tuesday, November 12, all Fairfax County Public Library branches will be closed for the transition to the new catalog, and the old catalog will not be accessible.
- The new catalog will launch Wednesday, November 13.

## **Adult Summer Reading**

This past summer was the first summer that FCPL had a system-wide adult summer reading program. Throughout the county there were over 2700 readers who completed a reading log. Here at Access Services we had 80 readers complete a log and about half of those finishers were Talking Book and Home Delivery customers. Congratulations to all of you!

Each branch in the library system had a raffle for finishers and the AS winner sent us this note of appreciation.

*"I want to express a sincere thank you to Access Services for keeping our spirits high by sending us books. I've had two nice surprises recently by gifts from your Summer Reading Program and winning at your Raffle. The raffle prizes include coupons and four books signed by authors (VA residents), and one a non-fiction history of Baltimore. I'm overwhelmed because these are the first prizes I've ever won, and I'm 90 years old. My husband reads the Access books, too, and he is 95 years old.*

*We keep talking about our reads to each other and reading interesting parts to each other.*

*Thank you for your work that keeps us very happy.*

*Mary S., and my husband of 70 years, Joe"*

# Food for Fines

Fairfax County Public Library will again participate in the 'Food for Fines' food drive. During the month of December, library customers can donate canned food and other non-perishable items to lessen their fines. For each item donated \$1.00 in fines will be waived, up to a maximum of \$15.00 per card. The library will work in partnership with *Food for Others* to distribute the food. All the library branches will be participating in this program and will gladly accept donations even if you have no fines to pay.

# Staff News

With lumps in our throat we have wished another Access Services staff member a hearty 'Bon Voyage.' **Carol Jones**, one of our long-time Administrative Assistants, was so much more than her job title. She was always a pleasant voice on the phone, the master-of-supplies and a compassionate listener. Carol's plan is to enjoy more time with her family. We miss you, Carol!

**Jenny Su** has joined our staff in a temporary role. She is updating the catalog information for Talking Book titles. This will enable us to have an increased number of books that match your reading interests when we search for what to send you. It will also enable us to add all the titles of a particular series to your list of requests and then send them to you in publication order. Welcome and we all shout our THANKS to you, Jenny.

**Sarah Guy**, our English countryside traveler and former Talking Book Manager, was recently promoted into the position of Circulation Manager. Congratulations!!

**Jerry Herrera** moved to the Reader Advisor position that was vacated when Yadira Fernandez retired in April. Jerry will continue to coordinate volunteer activities in the branch until the Talking Book Manager position is filled. Welcome back to the outreach department, Jerry!

Several staff members (**Rose, Ken, Sarah, Rob, Masuma**) attended a day at the American Library Association (ALA) Conference that took

place in Washington D. C. in June. It was a gathering that featured authors, illustrators, vendors, workshops and basically everything that had anything to do with libraries. We were all grateful to attend, learn, and be inspired and re-invigorated for our work.

The AS staff members also participated in the **Care Wise: Community Resource Conference** which was held at the Government Center in September. We showcased and spoke about the main programs we have at Access Services; the Home Delivery service, where we send blue bags containing library books to our customers by mail, and the Talking Book program. More than 140 conference attendees stopped by our table to learn about our library's services.

## **NLS Name Change, Same Acronym**

As of October 1, 2019, NLS's name is officially changed to the National Library Service for the Blind and Print Disabled. According to Karen Keninnger, the NLS Director, the intent of the name change was to address the outdated language in the old name and better communicate the breadth of those that are served.

## **Customer Satisfaction Survey**

We will be conducting a customer satisfaction survey soon. The survey is short, but the information we collect is vital to improving the services we offer our customers. When you receive your customer satisfaction survey, please help us out by providing your thoughts and suggestions regarding the Talking Book services you receive.

## **Focus on Fairfax County**

Department of Family Services - Older Adults

<https://www.fairfaxcounty.gov/familyservices/older-adults>

This department offers a huge array of programs and services focused exclusively on older adults and their caregivers.

### **Virginia Insurance Counseling and Assistance Program (VICAP)**

This office provides help in understanding Medicare (parts A, B, C, D) Medigap, drug plans and long-term insurance. For a calendar of upcoming FREE Medicare 101 Training workshops that take place in various locations throughout the county call 703-324-5851.

### **Home Repair for the Elderly**

<https://www.fairfaxcounty.gov/housing/home-repair-elderly-program>

The Home Repair for the Elderly Program is designed to provide minor home repairs to eligible elderly homeowners who have low or moderate income and reside on the property. It can also help provide accessibility modifications for disabled homeowners. Fairfax County will provide a crew to do up to one week's labor and provide up to \$500 in materials to complete necessary repairs and maintenance.

For more information: contact Housing and Community Development, 703-246-5100 or [rha@fairfaxcounty.gov](mailto:rha@fairfaxcounty.gov).

## **November Election 2019**

The Fairfax County Office of Elections reminds us that Tuesday, November 5 is the general election. Polls are open from 6:00 a.m. until 7:00 p.m.

### **What's on the ballot**

On Election Day we will be choosing our representatives to the Virginia Senate and the House of Delegates. Also, on the ballot are candidates for the following Fairfax County offices: Chairman and Members of the Board

of Supervisors, Fairfax County School Board offices, the Commonwealth's Attorney, Sheriff, and the Soil and Water Conservation Director of the Northern Virginia District.

There is a \$360 million public school bonds referendum on the general election ballot as well. If approved by voters, Fairfax County Public Schools will sell bonds to pay for planning and/or building two new elementary schools; renovating ten elementary schools and two middle schools; building additions at three existing high schools; and relocating one modular building.

### **Important Information and Deadlines**

In order to vote, you will need to show an acceptable photo identification card. For information on what types of identification card are acceptable, contact the Office of Elections.

**Remember, Election Day is Tuesday, November 5, 2019.** Polls are open from 6:00 a.m. until 7:00 p.m. Your vote counts!

For more election information, please visit the county's website at <https://www.fairfaxcounty.gov/elections>, or call at 703-222-0776, TTY 711. You can also email your questions to [voting@fairfaxcounty.gov](mailto:voting@fairfaxcounty.gov).

## **Reading Roundup (and a Bonus Holiday Treat)**

**The Mueller Report:** Both versions of the report are now available through the Talking Books program. The redacted version is **DB 94776** and the complete version is **DB 95317**.

Is there anything better than a cozy fire, a mug of hot cocoa or warm cider, and the holiday spirit, be it Halloween, Thanksgiving or Christmas? Enjoying good times and laughter shared with family and/or friends? What could be better?

I know! 'Cozy' seasonal mysteries. Here's some to get you started. (Many of these titles are parts of a series so your reading can be enhanced all the year through.) Happy Who-done-it-days!

**Christmas Mourning** by Margaret Maron **DB 88518**

In rural North Carolina's Colleton County, judge Deborah Knott is looking forward to a family holiday celebration when a young cheerleader dies in a car crash. Deborah's husband, Deputy Dwight Bryant, soon learns that her death was not a simple accident. Some strong language.

**Agatha Raisin and the Witch of Wyckhadden** by M. C. Beaton **DB 59988**

Following a run-in with a vengeful hairdresser, amateur detective Agatha Raisin retreats to the seaside resort of Wyckhadden to recuperate. Local "witch", Francie Juddle, sells her hair restorer and a love potion and then dies. Agatha investigates while balancing the amorous attentions of Police Inspector, Jimmy Jessop.

**Trick or Treachery: A Murder, She Wrote Mystery** by Donald Bain **DB 70914**

Cabot Cove, Maine. After warning that the ghost of the town's legendary murderess will soon rise to wreak havoc, paranormal investigator Lucas Tremaine crashes a Halloween party, where one of the guests is murdered. Mystery writer--and costumed attendee--Jessica Fletcher must determine who was the killer.

**Santa Clawed: A Mrs. Murphy Mystery** by Rita Mae Brown **DB 68431**

Crozet, Virginia. While visiting the brothers of Love Christmas-tree farm, former postmistress, Mary Minor "Harry" Haristeen, her husband Fair, and their 'sleuthy' four-footed friends discover the body of monk, Christopher Hewitt, a former insider trader. But Christopher is only the first murder victim of the holiday season.

**Aunt Dimity: Vampire Hunter** by Nancy Atherton **DB 67195**



Cotswolds, England. Overprotective mother, Lori Shepherd, is alarmed when her twins, Will and Rob, see a vampire while riding horses near Aldercot Hall. Lori seeks out the locals to learn the truth behind the sighting. With the help of Aunt Dimity, Lori's actions ignite two romances.

**Ghost to the Rescue** by Carolyn Hart **DB 82448**

A little girl whose mom's prints were found on a murder weapon wishes upon a star for help, and she touches the heart of Supervisor Wiggins in heaven. Soon Wiggins dispatches the spunky spirit Bailey Ruth Raeburn to her hometown of Adelaide, Oklahoma, to help. Unrated.

**Death of a Ghost** by M. C. Beaton **DB 87684**

Hamish Macbeth and Charlie "Clumsy" Carson spend the night in a ruined castle to investigate reports of eerie noises and lights. When Charlie disappears through the floor, it turns out he's fallen into the cellar--where a dead body is propped against the wall. Then the corpse disappears. Unrated.

**Rose & Helena Save Christmas** by Jana DeLeon **DB 87307**

Taylor Beaumont has exhausted all resources in trying to figure out her new ghostly roommate, Helena. Seeing a psychic during the holidays is the last resort. Taylor hoped for answers about Helena's worldly existence but instead finds herself embroiled on the wrong side of a murder investigation. Unrated.

**Christmas Caramel Murder** by Joanne Fluke **DB 87797**

Christmas normally descends on Lake Eden, Minnesota, as gently as reindeer alighting on a rooftop--but this Yuletide season the only thing coming down Hannah Swensen's chimney is a case of murder. The woman playing Mrs. Claus in the town production is found scantily clad--and dead. Includes recipes. Unrated.

**The Ghost of Christmas Past** by Rhys Bowen **DB 90541**

Reeling from her miscarriage and the news that Bridie's father is alive, Molly Murphy Sullivan and her family accept an unexpected invitation to spend Christmas in the country. But when Molly learns it is the ten-year

anniversary of the disappearance of their hosts' young daughter, she can't help but investigate.

### **Holiday Bonus**

#### Easy Holiday Sugar Cookie

By Kathleen T.

If you like to make cut-out cookies, here is a simple recipe that is easy to work with and makes a delicious cookie. You can just sprinkle with a little sugar or decorate with a powdered icing using colors and sprinkles.

1 1/2 cups powdered sugar

1 cup butter, softened

1 tsp vanilla

1/2 tsp almond extract

(or use only 1 flavoring, if desired)

1 egg

2 1/2 cups all-purpose flour

1 tsp baking soda

1 tsp cream of tartar

1) Beat powdered sugar and butter in large bowl with electric mixer on medium speed or mix with spoon. Stir in vanilla, almond extract and egg. Stir in flour, baking soda and cream of tartar. Cover and refrigerate about 2 hours or until firm.

2) Heat oven to 375 degrees. Roll half of dough at a time 1/8 inch thick on lightly floured surface. Cut into desired shapes. Place about 2 inches

apart on an ungreased cookie sheet. If desired, sprinkle with granulated sugar if not decorating with powdered sugar later.

3) Bake 7-8 minutes or until light brown.

(Ooh... How yummy! Thank you, Kathleen)

## **Friends Helping Friends**

### **Access Services Advisory Group (ASAG)**

The members of ASAG are Access Services customers and other interested parties who provide advice and support to the Access Services branch of the Fairfax County Public Library. They meet quarterly, exchange practical and useful information, and believe that other AS customers may also benefit from their discussions. They warmly welcome new members at any time and invite you to join them at their next meeting. Please call Access Services at 703-324-8380 for specific information.

One of the most notable ways the Advisory Group shares information is by submitting articles to the *Loud and Clear* newsletter. For example, in this issue of LOUD and Clear the Advisory Group offers information on local support groups for the blind and low-vision community. There are many low-vision resource groups throughout the county and Access Services supports two that are open to everyone. One meets in Reston and the other in Vienna/ Oakton.

The Reston Vision Impaired Persons (VIP) group meets on the first Friday of the month, September through June, weather permitting. Meetings are held at the Reston Regional Library in rooms 1 and 2 from 2:00 p.m. – 4:00 p.m. The co-chairs of the Reston VIP support group are Sandy Neuzil and Stan Gowin.

The Vienna/ Oakton VIP group meets on the third Monday of the month at the Patrick Henry Community Library from 10:30 a.m. until 12:30 p.m. This support group is co-chaired by Ann Koch and John Cox.

Both VIP groups share information that is helpful in day-to-day living. Sandy Neuzil, co-chair of the Reston VIP group says, "Think of it as a support group and resources meeting all in one. We invite speakers to address topics such as reading, transportation, technology, travel, cooking, and coping skills that accommodate the spectrum of low vision and blindness."

Ms. Neuzil also says that before and after formal presentations there is time to share announcements of upcoming events and discuss new gadgets and technology that are helpful to the low vision community. Equally important, there is time to catch up with friends, have fun and laugh, and celebrate personal victories and successes that may also open possibilities for others.

These and other groups can and do offer, not only support, but encouragement and help to the low vision population. As Ms. Neuzil stated, "You never know where an idea may go, catch hold, and help someone." For more information on any of these groups, contact Access Services at 703-324-8380.

## **White Cane Safety Day**

White Cane Safety Day is celebrated every October 15<sup>th</sup> in the United States and has been since 1964. The date is set aside to celebrate the achievements of people who are blind or visually impaired and to recognize the important symbol of blindness and tool of independence, the white cane.

Rachel, our guest contributor, is visually impaired and shares her reaction to and her methods of coping with being visually impaired and learning to adapt to her own white cane.

**White Canes Awareness** by Rachel L.

I received my first white cane in 2011, an event that I was not emotionally ready for. I had been diagnosed with Retinitis Pigmentosa in 2002 and by 2011 I had begun to experience significant vision loss. However, I was still able to function without major accommodations and was unwilling to start to use a white cane. Accepting a white cane meant accepting the fact that I was going blind. I feared that diagnosis. I feared people's reactions. I feared their pity and I feared being a victim.

It took time, encouragement, and maturity, but I now see my white cane with a level of appreciation and understanding. I have come to recognize it for the tool that it is and the independence that it can offer. It is an extension of my arm, a second set of eyes, and a signal to others around me. Locations that had seemed stressful and impossible to face alone are no longer intimidating. With my white cane I can walk through museums without fear of bumping into small children or exhibits. I can navigate congested airport terminals with less difficulty and face rush hour traffic at the Metro with greater confidence.

What has been an unexpected challenge in my journey to accepting a white cane has been an overall lack of knowledge about white canes by the American public. Security guards have told me that my "selfie-stick" is too long and is not allowed in the stadium. Pedestrians and fellow commuters have raised eyebrows and stared as I read messages on my phone while holding a white cane, clearly viewing me as a fraud. I have lost count of the number of times people have told me "But you don't look blind" or suggested "Have you considered getting glasses?" It is clear that perceptions of the visually impaired community are not where they should be.

To start, it is important to recognize that vision impairments operate on a spectrum. Just as someone can have varying degrees of deafness, one can experience varying degrees of blindness. Not everyone's vision loss will manifest itself the same way. For example, I still have fairly strong central vision at this point in time. I can read street signs, small print, and

recognize faces without difficulties. My vision loss is largely relegated to my peripheral and night vision, hence why I need a cane for crowded and dimly lit situations. In comparison, there are individuals with white canes to whom the world is visible but exists as a blur. There are also those who can only see on the periphery and those who live completely in the dark. Despite these differences we all might use a white cane at one time or another.

As I sat down to write this I was struck by the question-When exactly did white canes first come into use? So, I did a bit of research to see what I could find. Canes for the visually impaired have been around since biblical times. However, it was not until the 1920s that the concept of a “white cane” for the visually impaired began. In a movement that originated in Europe, walking canes were painted white so that blind pedestrians would appear more obvious to drivers. In the years following WWII, the concept of the white-cane spread and became popular throughout the United States. Under President Lyndon B. Johnson, White-Cane Awareness Day was established by an act of Congress to celebrate the achievements of individuals who are blind or visually impaired, as well as recognizing the independence that is offered to them by the white cane.

In a speech given on White Cane Awareness Day in 2000, President Bill Clinton reminded Americans of the power and importance of the white cane. For members of the visually impaired community, “...the white cane has given them the freedom to travel independently to their schools and workplaces and to participate more fully in the life of their communities. It reminds us that the only barriers against people with disabilities are discriminatory attitudes and practices that our society has too often placed in their way.” As a member of the visually impaired community who uses a white cane, I am grateful for your support, patience, and understanding. I hope you had a Happy White-Cane Awareness Day!

# Resources

## Web Corner

### 1. Cool Blind Tech

**Coolblindtech.com**

Cool Blind Tech is a news site that is the foremost destination for breaking news, exclusive articles, respected analyses and in-depth reviews and interviews that cover the accessible technology industry.

### 2. NLS Sacred Writings Collection

**<https://bit.ly/2nyh8mf>**

This site presents Bibles and other Sacred Writings in Braille and Talking Book format, as well as listing other sources of religious materials in special formats.

### 3. Xavier Society for the Blind

**[xaviersocietyfortheblind.org](http://xaviersocietyfortheblind.org)**

This site provides inspirational, spiritual and religious reading materials in Braille and audio to the blind and visually impaired community free of charge. Material can be played on NLS machines. For more information, including how to register for their materials, please call 1-800-637-9193

### 4. The Noble Qur'an

**<https://quran.com>**

This is an open-source project from several organizations to make multiple translations of the Qur'an available online in text and audio format.

### 5. JBI International

**[www.jbilibrary.org](http://www.jbilibrary.org)**

JBI lends Jewish liturgical and lifecycle materials, including the Five Books of Moses, the Prophets, the Writings, a variety of Haggadahs, a selection of daily and Sabbath prayer books, and Jewish educational materials in audio format, braille, and large print.

## Free Orientation and Training Services

The Columbia Lighthouse for the Blind is an organization that is dedicated to helping the blind and visually impaired population of the greater Washington D. C. region overcome the challenges of vision loss. One of the services they offer is a 9-hour orientation and mobility training course. This program includes how to properly use a white cane to navigate indoors and outdoors, how to use public transportation to and from destinations independently, learning about smart phones and accessibility (voice-over, SIRI, and/or Google Assistant) and more.

For more information contact Joselyn Hunter at 202-454-6400 or by email at [jhunter@clb.org](mailto:jhunter@clb.org).

## Did You Know? Talking Book Edition

For further information on any of the items listed in this section please call Access Services Library at 703-324-8380.

**Did you know...** that if you are using BARD and no longer need your Digital Talking Book Machine that you should return it? Your unused player can be removed from your account and lent to another customer. If you need a box or a mailing label to return your player, please let us know. Remember, if you decide you want a Digital Talking Book Machine in the future, you can always call and request one!

**Did you know...** that all loaned equipment and books are property of the Federal government and should be returned to Access Services should you decide to stop receiving service?

**Did you know...** that many of you are receiving your book titles with assistance from our computer? The computer selects titles based on the reading interests you listed on your application or what you told your Reader Advisor you enjoy reading. If your reading preferences have changed or you are receiving things that you have no interest in, please let us know! We can change your reading preferences at any time and are glad to do so. It is never a bother; we want you to read what you want to read!



**Did you know...** that many of our customers enjoy their favorite magazines such as the Atlantic Monthly, New Yorker, Money Magazine and the Economist on digital cartridges just like the recorded books? For a listing of available magazines or to add a subscription to your account call Access Services.

If you receive magazines, you should know that weekly magazines are due 7 days after arrival; all other magazines are due 28 days after arrival. If your magazines are overdue you will not receive further publications until they are returned; please listen to your magazines right away and send them back.

**Did you know...** that NLS has foreign language books and magazines?

Along with materials in English, NLS also offers Talking Books and magazines in foreign languages. If you are interested in listening to books in languages such as Spanish, French, German, Italian, Portuguese, or Vietnamese, call our library and let us know.

One can receive foreign language magazines as well. If you use the BARD mobile application, you can directly download the magazines onto your device. NLS offers the following foreign language magazines:

- *People en Español* (Spanish)
- *Vanidades* (Spanish)
- *France-Amerique: Le Journal Francais des Etats Unis* (French)
- *Das Beste aus Readers Digest* (German)

## Holiday Closings

We have several upcoming holidays that may affect your ability to order and receive all the books you want to read. There are two times in November when Access Services will be closed for four consecutive days. Please place your book orders with these extended closures in mind.

- All Fairfax Libraries will be closed on Tuesday, November 12 to switch to a different catalog. This follows the Monday, November 11 closure for the Veterans Day Holiday.
- For Thanksgiving the library will be closed both Thursday, November 28 and Friday, November 29.

Monday, November 11	Veteran's Day
Tuesday, November 12	Catalog Switch-Over Day
Thursday, November 28	Thanksgiving
Friday, November 29	Day after Thanksgiving
Tuesday, December 24	Libraries close at 1:00 p.m.
Wednesday, December 25	Christmas
Tuesday, December 31	Libraries close at 5:00 p.m.
Wednesday, January 1	New Year's Day
Monday, January 20	Martin Luther King, Jr. Day
Monday, February 17	President's Day

## Contact Us

If you have questions, comments or suggestions concerning the Loud & Clear newsletter, please call Ken Plummer at 703-324-8389. You may also e-mail him at [access@fairfaxcounty.gov](mailto:access@fairfaxcounty.gov).

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[www.fairfaxcounty.gov/library](http://www.fairfaxcounty.gov/library)

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